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**TO: Economic Support Supervisors
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W-2 Agencies**

**FROM: Amy Mendel-Clemens
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BWP/BIMA OPERATIONS MEMO

No.: 02-52
File: 4200
Date: 08/27/2002

Non W-2 ☐ W-2 ☒ CC ☐

PRIORITY: High

**SUBJECT: EMERGENCY ASSISTANCE
TRACKING SYSTEM ACCESS**

CROSS REFERENCE: Operations Memo 02-48
Operations Memo 02-43

NOTE > Agencies are required to share this information with all EA subcontractors.

EFFECTIVE DATE: September 17, 2002

PURPOSE

This memo provides an overview of the process required for agencies to obtain access to the Internet and to the Emergency Assistance Tracking System (EATS).

BACKGROUND

The Emergency Assistance (EA) Program provides funds to eligible groups facing specific emergency circumstances. The amount of funds is limited, as is the period of time in which the benefits are made available. Eligibility is conditional upon the emergency reason for which benefits were provided in the past and the clock associated with the emergency reason (i.e. – 12 or 36 months).

Historically, there has been no programming in CARES or any other automated system to assist local staff in determining eligibility and sharing information among staff or between agencies. In 2001, representatives of local agencies requested DWD automate verification and tracking.

In response to this request, DWD has created an internet-based system, called Emergency Assistance Tracking System (EATS). Agencies will use the system to track receipt of all EA grants and denials in their agency, and will use the system to verify receipt within the appropriate time limits. All the data collected in EATS will come from the Emergency Assistance Application. Agencies will begin using EATS on October 1, 2002.

Agencies submitted EA grant data for the past 3 years through a conversion website in mid-August. This process made it possible for the last 3 years of data to be available to agencies statewide on October 1.

PROCESS

TRAINING

Agencies will be allowed to send a maximum of two (2) people to EATS training in September. These people will be expected to take the information back to the agency and to share it with any other necessary staff. Training participants will have two weeks prior to system production to train other staff in their local agency. See Operations Memo 02-48 for more information on training.

The EATS training sessions in September will include information regarding the process for obtaining security access. This information should be shared by the training participant with other necessary staff.

SECURITY ACCESS TO THE EATS SYSTEM

The security access screens will be available on September 17th, 2002, two weeks prior to the roll out of the new system. The EATS link will be located on the DWD Partner page at <http://www.dwd.state.wi.us/dws/w2/w2partnr.htm> under the book marks and links section. EATS can be accessed directly at <https://dws.dwd.state.wi.us/dwseats/ea>. If you submit an access request prior to October 1, 2002, your access begin date will be October 1, 2002, the date the system will be available.

INTERNET LOGIN ACCESS

To get access to the secure network the first time you enter the EATS link (see above), click the "create account" button. You will pick a user name and a password. If you have access to a mainframe, you must use the same user ID and password. The account creation form will appear on the next page. Fill in the required data and click "ok". The next page will display a summary of the information you entered and which you can then print. Once the form is complete click "submit". This gives you Internet login network access. From this last screen, click on the "EATS" link to begin the next set of steps to obtain EATS web access.

EATS WEB ACCESS

After you have internet login access, you will need to follow the network level access instructions to obtain security access to the EATS system. The DWSW-13267-E form is used

to request this access. You must fill this form out online as part the web access request process. Do not use the attached sample form to request this access. Click on the link to open the form online. Type your information into the required fields and print a complete version of the form. (See below for a list of the available profiles). The form cannot be submitted via the web. The user's supervisor and the local agency security officer **must** sign the printed form. FAX a completed copy of the signed form to the Security Desk. The fax number is (608) 267-0484. It takes three working days for approval. The user will receive an e-mail notice of security access approval. A sample copy of the web form, detailed directions, and computer security guidelines are attached.

EATS security profiles include:

1. **Worker:** This access is appropriate for staff who process EA grants for a W-2 agency or EA sub-contractor. This access allows a worker to query the system, enter grants, edit and add payments, view details of confidential cases he/she enters, and view individual reports that will include detailed information about confidential cases the worker enters. This access does not allow the worker to view detailed confidential case information for cases entered by other EA staff in his/her agency.
2. **Help Administration (central office staff only):** This access is appropriate for central office staff who update help screens on the website. This access is limited to staff involved in implementation and system maintenance.
3. **Supervisor:** This access is appropriate for management staff in W-2 agencies and sub-contractors. It provides access to query the system, enter grants, edit grants entered by staff within his/her agency after the grant is confirmed and view details of all confidential cases within his/her selected geographic area(s).
4. **State:** This access is for state staff, such as call center, regional office, automation and policy staff. It allows query and viewing of agency grant information around the state.

If you are unsure who your security officer is, contact the Security Help Desk at (608) 261-6827. They maintain a log of Security Officers around the state. If your agency wishes to designate someone as a Security Officer, he or she needs to complete form DES-11652 available on the DWD Work Web or in the attachments below. The completed form can be faxed to the Security Help Desk at (608) 267-0484.

CONTACTS FOR STATE AND LOCAL AGENCY STAFF

BIMA CARES Information & Problem Resolution Center

Email: carpolcc@dwd.state.wi.us
Telephone: (608) 261-6317 (Option #1)
Fax: (608) 266-8358

Email contacts are preferred. Thank you.

NOTE ➤ For questions regarding security access or password problems contact the Security Help Desk at (608) 261-6827 or fax at (608) 267-0484.

An updated Help Desk Directory including references to the new EATS system is available at http://workweb.dwd.state.wi.us/desbfs/pdf_files/ccdirectory.pdf.

ATTACHMENTS

- [Emergency Assistance Tracking Web Access form DWSW-13267-E with instructions](#)
- [Local Agency Data Security Staff Application \(DES-11652\)](#)
- [DWD Computer Security Policy](#)
- [Wisconsin Statutes that pertain to computer access for assistance programs](#)